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Subject: RE: Late Fees and Collections Throttle

Date: Monday, September 17, 2018 8:44:45 AM

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Here is GUC's current practice:

1. Does anyone calculate late fees in CC&B using a tired amount or exclude certain charges in the late fee calculation like sales tax or a previous months balance?

   Customers have 20 days until the bill is due plans an additional 5 days for late payment charge grace days. The penalty is a 1% late charge.

2. How do you throttle Credit/Collections in your system using MDM/CC&B to avoid overloading

Customer Service with calls?

We do not have MDM.

If you need further information please advise,

Thank You

Becky Pope

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